

July 15, 2016

City Council;

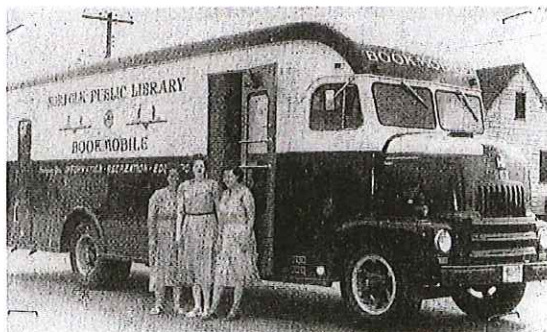
Today's memo provides you with information from the July 12<sup>th</sup> Council meeting. Highlights include:

- Mowing Updates
- Major Resurfacing Project Notification
- Call Center Process

As part of a Well-Managed Government, the City is enhancing our human resources management system. In addition to improving employee time and absent management, we are moving to bi-weekly payroll. In preparation, the departments of Human Resources and Finance held the City's first Financial Transition Fair at The Norfolk Scope on Wednesday, July 13<sup>th</sup>.

Partners like the Urban League of Hampton Roads, the UP Center, STOP Inc. and others came out to share financial management and mortgage tips while local banking institutions including our own credit union shared paycheck planners, financial education tips and hands-on money management assistance. There were financial coaches and advisors in attendance as well that offered free advice and financial planning consultations.

On Monday, the Norfolk Public Library Bookmobile will celebrate its 60<sup>th</sup> Anniversary! Launched in 1956, the library's bookmobile serves as its mobile branch extending services into the community to meet the diverse needs of Norfolk's neighborhoods. In fiscal year 2015, the bookmobile circulated 15,572 books and materials.





## MEMORANDUM

TO: City Council

FROM: Lori A. Crouch, Corporate Communications Director

COPIES TO: City Clerk, City Attorney

SUBJECT: Council Interests

DATE: July 15, 2016

Today's memo includes information regarding Council Interests from Tuesday, July 12<sup>th</sup> Informal Session.

**Mowing Schedule:** The grass was cut at Richard Bowling, Jacox, Campostella and Booker T. Washington this week per the mowing schedule. Staff revised the mowing schedule to account for delays due to weather and the July 4<sup>th</sup> holiday. Crews worked additional hours and mowing is now back on schedule.

Beginning the first of August, crews will start preparing public schools for the new school year. In addition to mowing, the work includes mulch and landscaping.

**Call Center Process:** Neighborhood Quality supports the highest quality of life in all Norfolk's neighborhoods by maintaining citywide standards for addressing blight, nuisances and environmental conditions in coordination with other city departments, agencies, residents and businesses.

When a Citizen Service Advisor receives a request through the online reporting system or a phone call, the request is reviewed, entered into the system and assigned to the appropriate department. An initial response is sent within 24 hours to the requestor and updated accordingly with new information from the department handling the request.

The Citizen Service Advisor will continue to monitor the request and/or complaint until the concern is completed and provide response when the concern is closed.

**Military Highway Continuous Flow Intersection Update:** Construction is scheduled to begin on August 6<sup>th</sup>. The Virginia Department of Transportation (VDOT) has been hosting community meetings about the project which will improve the flow of traffic at the intersection of Military Highway and Northampton Blvd. The communication plan also calls for radio, billboard and print advertisements. The project website is

[http://www.virginiadot.org/projects/hamptonroads/military\\_highway\\_continuous\\_flow\\_intersection.as](http://www.virginiadot.org/projects/hamptonroads/military_highway_continuous_flow_intersection.asp)

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**Major Resurfacing Project:** Beginning Monday, July 25th through early August, Virginia Beach Boulevard between Monticello Avenue and Lincoln Street and Virginia Beach Boulevard between Wide Street and Tidewater Drive will be resurfaced. One lane of traffic will remain open in each direction during work hours.

There is a high volume of overnight on-street parking on these streets. City staff has ensured ample parking is available on nearby city-owned lots. Staff is communicating to area churches, Norfolk Redevelopment and Housing Authority and adjacent stakeholders about the project and parking arrangements. A flyer of the project is attached to this memo.

Have a good weekend.





Beginning Monday, July 25 through early August, Virginia Beach Boulevard between Monticello Avenue and Lincoln Street and Virginia Beach Boulevard between Wide Street and Tidewater Drive will be resurfaced. One lane of traffic will remain open in each direction during work hours. Because of the high volume of overnight on-street parking, **all parking will be removed on Virginia Beach Boulevard between Monticello Avenue and Tidewater Drive from 6 a.m. To 7 p.m. on workdays.** Parking removals will start at 6 a.m. and the contractor will work during the day from 7 a.m. to 7 p.m., Monday through Saturday. **Please remove your vehicle from Virginia Beach Boulevard by 6 a.m. each workday.** Residents that normally park on Virginia Beach Boulevard may park for free in Cedar Grove Lot or in one of two vacant lots between Lincoln Street and Church Street. Parking in these lots is available 24 hours per day. Details and a map are below.

